

## Quality Management System (QMS):

As a leading supplier of communications solutions to a global marketplace, TIL-TEK is committed to achieving the highest possible quality in all of its products and services. Both our Manufacturing and Research & Development facilities in Canada are ISO 9001:2000 compliant and have been certified since 1996.

Quality is one of the cornerstones of customer value along with innovation, cost and service/support. All product leaves the plant having gone through a rigorous process with a final verification stamp indicating conformance to that process. TIL-TEK is an ISO 9001:2000 registered company. This worldwide standard covers our entire operation of the company from order entry to shipping, from product design to production. Quality will never be compromised either over the long term or for short term convenience.

TIL-TEK's Quality Management System (QMS) provides the guidance and controls for an effective process management system. By implementing and maintaining the QMS, we will consistently provide product that meets customer and applicable regulatory requirements.

## Quality Policy:

TIL-TEK will strive to provide our customer with products and services that ensure a high level of customer loyalty and satisfaction. We are committed to a Quality Management System that supports and encourages a culture of customer focus, teamwork, continuous improvement and standards of excellence.

## Quality Objectives:

Management has ensured its quality objectives are established and communicated within the company. The Quality Objectives are measurable and consistent with TIL-TEK's Quality Policy and include the requirements needed for planning product realization.

TIL-TEK is committed to:

- \* Customer loyalty and satisfaction.
- \* Product quality, delivery and service.
- \* Continuous improvement of the Quality Management System.
- \* Teamwork and standards of excellence.

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